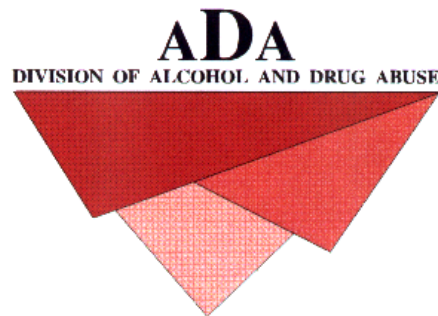


2001
Consumer Satisfaction
for
Ozark Center New Directions
Joplin
Community-based Services

Division of Alcohol and Drug Abuse
Missouri Department of Mental Health



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Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.



August 2001

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

Agency: Ozark Center New Directions

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DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

Agency: Ozark Center New Directions

Data: Total Agency

Demographics: Total Agency

		Total Served		Total Survey Returns			
		State	Agency	Total State Total Consumers	Total Agency Total Consumers	Total Agency Residential Consumers	Total Agency Non-Residential Consumers
SEX	Male	65.5%	74.4%	58.7%	70.7%	89.5%	67.0%
	Female	34.5%	25.6%	41.3%	29.3%	10.5%	33.0%
RACE	White	68.7%	93.4%	66.9%	85.3%	94.7%	83.5%
	Black	29.2%	3.7%	28.0%	4.3%	0%	5.2%
	Hispanic	0.6%	0.4%	1.3%	2.6%	0%	3.1%
	Native American	0.5%	2.6%	1.4%	6.0%	0%	7.2%
	Pacific Islander	0.1%	0%	0.1%	0%	0%	0%
	*Other	0.7%	0%	2.3%	1.7%	5.3%	1.0%
MEAN AGE				32.39	35.46	35.89	35.37
	0-17	9.5%	0.7%	13.9%	0%	0%	0%
	18-49	84.1%	93.0%	79.5%	97.4%	100.0%	96.8%
	50+	6.4%	6.2%	6.6%	2.6%	0%	3.2%
*"Biracial" and "Oriental" are included in the "Other" category.							

Sample Size: Total Agency

Information is based on the number of returned forms and the number of people served according to DMH billing records.

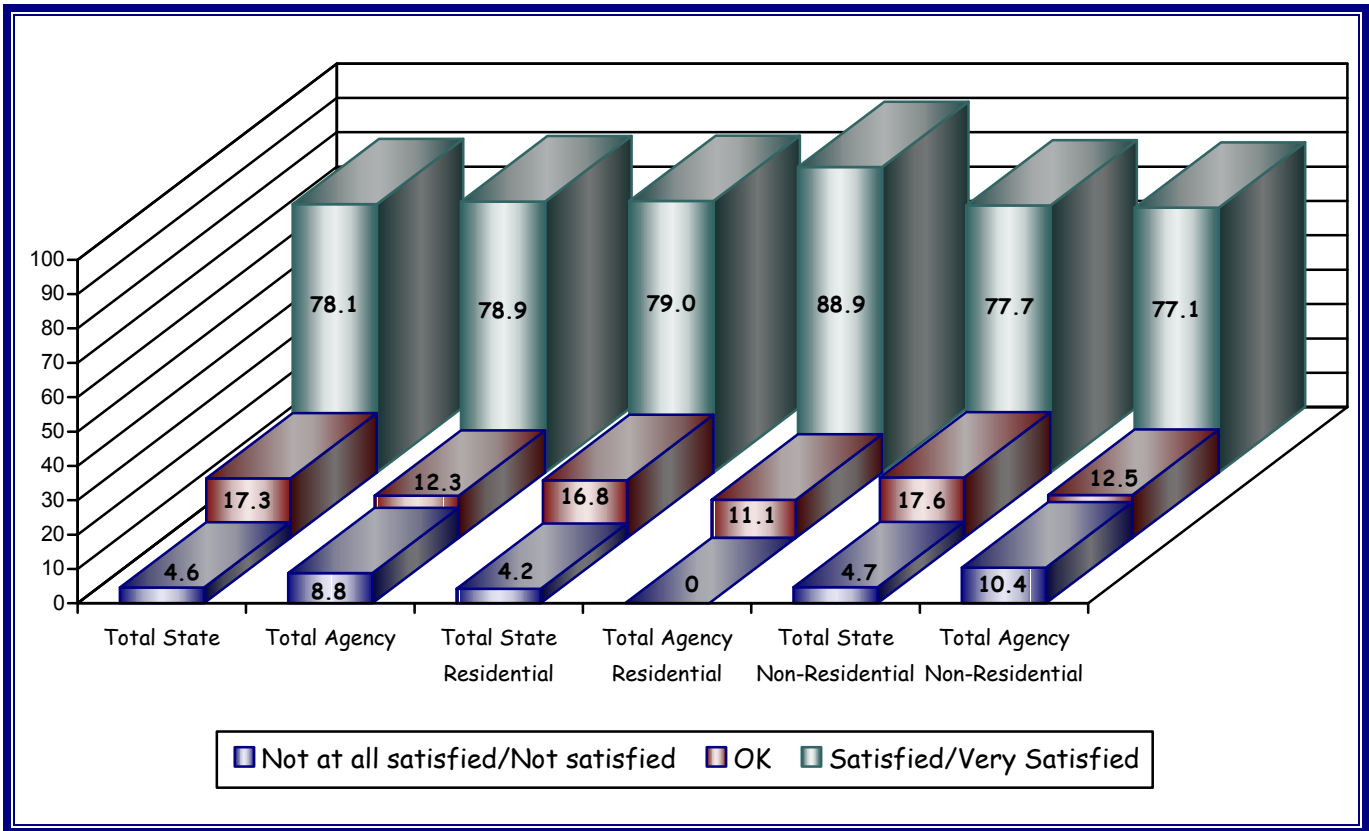
	Number Served April 2001	Number Forms Sent	Number Forms Returned	Percent of Served Returned	Percent of Forms Sent Returned
Total State	11246*		3037	27.0%	
Total Agency	273		119	43.6%	
RESIDENTIAL:					
CONSUMERS					
Total State Residential	2000*		905	45.3%	
Total Agency Residential	36		20	55.6%	
GTS Adult	36		20	55.6%	
FAMILY					
GTS Adult		10	0		0%
NON-RESIDENTIAL:					
CONSUMERS					
Total State Non-Residential	10712*		2132	19.9%	
Total Agency Non-Residential	256		99	38.7%	
CSTAR General	100		44	44.0%	
GTS Adult	163		55	33.7%	
FAMILY					
CSTAR General		20	3		15.0%
GTS Adult		25	3		12.0%
GTS Adult Residential		10	0		0%
*Unduplicated count					

Services for the Deaf or Hard of Hearing: Total Agency

The following represents the percentage of affirmative responses for each item.

	Overall Totals		Total Residential		Total Non-Residential	
	State	Agency	State	Agency	State	Agency
Are you deaf or hard of hearing?	5.9%	7.0%	6.7%	5.3%	5.6%	7.3%
If yes, do you use sign language?	6.7%	0%	5.4%	0%	7.3%	0%
If you use sign language, did this agency use sign language without the help of an interpreter?	63.6%	0%	66.7%	0%	62.5%	0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	50.0%	0%	66.7%	0%	42.9%	0%

Overall Satisfaction with Services: Total Agency



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

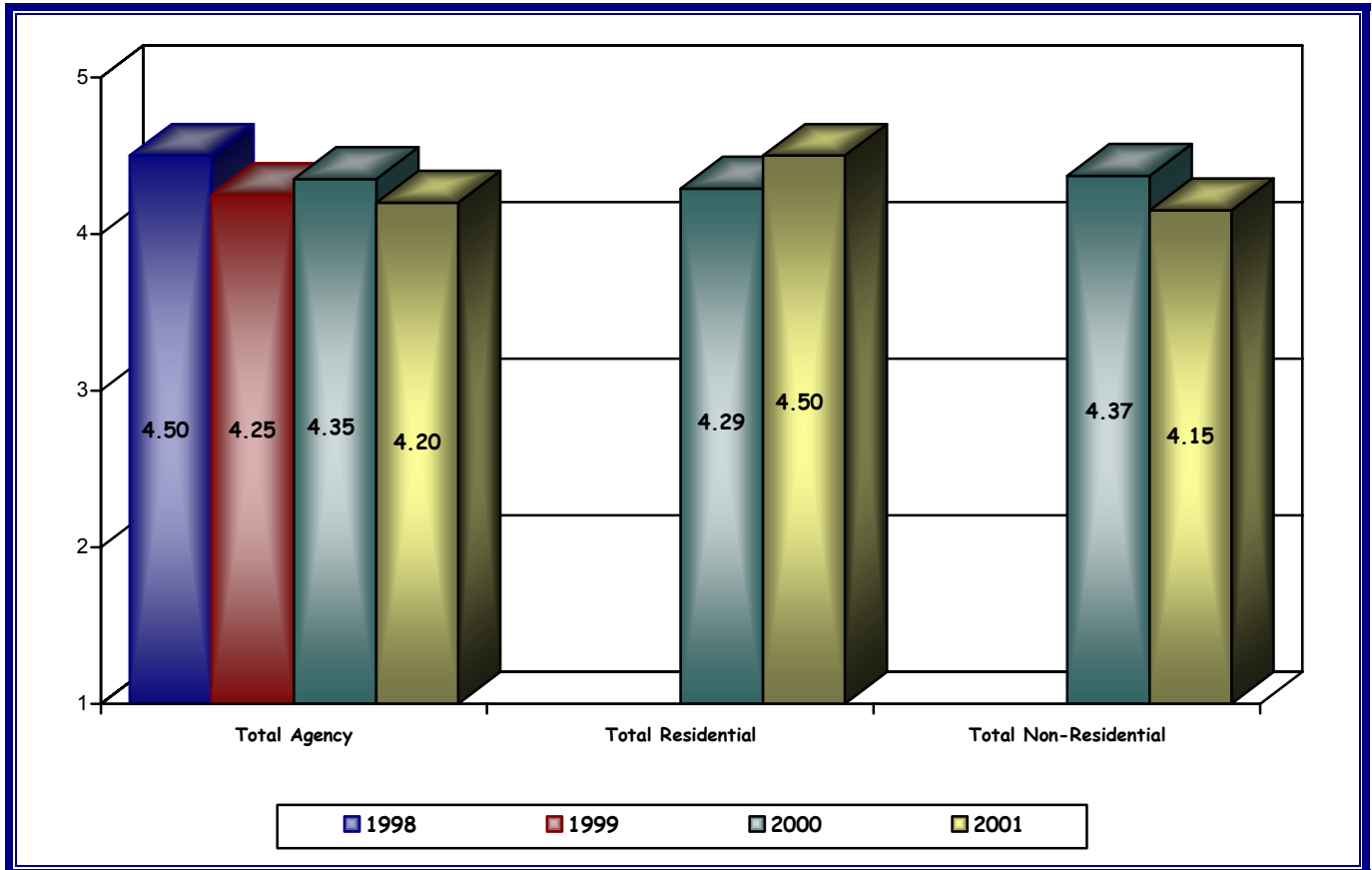
Some of the key findings were:

- Statewide, 78.1% of the consumers of ADA services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (78.9% for this agency versus 78.1% for the state).
- This agency's Residential program was rated higher (88.9% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (79.0%).
- This agency's Non-Residential program was rated slightly lower (77.1% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (77.7%).

Overall Satisfaction with Services

Service Means

Comparison of 1998, 1999, 2000, & 2001: Total Agency



Comparison of 1998, 1999, 2000 & 2001 Mean Ratings for the item "How satisfied are you with the services you received?." In 1998 and 1999 individuals served in residential settings were not surveyed.

Some of the key findings were:

- The mean of the responses to the question " How satisfied are you with the services you received?" was 4.50 in 1998, 4.25 in 1999, 4.35 in 2000 and 4.20 in 2001.
- For this agency, the mean of the responses to the service question decreased from year 1998 (mean = 4.50) to year 2001 (mean = 4.20).

Satisfaction with Services: Total Agency

How satisfied are you . . .	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.22 (2965)	4.29 (114)	4.21 (886)	4.22 (18)	4.22 (2079)	4.30 (96)
with how much your staff know about how to get things done?	4.07 (2961)	4.10 (115)	4.07 (890)	4.06 (18)	4.07 (2071)	4.10 (97)
with how staff keep things about you and your life confidential?	4.27 (2960)	4.40 (114)	4.31 (885)	4.50 (18)	4.25 (2075)	4.39 (96)
that your treatment plan has what you want in it?	4.11 (2933)	4.02 (114)	4.17 (870)	4.00 (18)	4.09 (2063)	4.02 (96)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	4.17 (113)	4.19 (863)	4.06 (18)	4.13 (2061)	4.19 (95)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	4.41 (111)	4.33 (872)	4.33 (18)	4.29 (2035)	4.43 (93)
with the services that you receive?	4.19 (2955)	4.20 (114)	4.20 (883)	4.50 (18)	4.19 (2072)	4.15 (96)
Non-Residential Facilities Only:						
that services are provided in a timely manner?	4.03 (2079)	4.11 (97)	-	-	4.03 (2079)	4.11 (97)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.39 (18)	4.10 (887)	4.39 (18)	-	-
that the environment is clean and comfortable?	4.19 (885)	4.26 (19)	4.19 (885)	4.26 (19)	-	-
with opportunities for exercise and relaxation?	3.64 (883)	3.89 (19)	3.64 (883)	3.89 (19)	-	-
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.84 (19)	3.93 (877)	3.84 (19)	-	-
with the childcare provided by the agency?	3.91 (79)	- (0)	3.91 (79)	- (0)	-	-
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item						

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Programs reported that they were satisfied with the services they received. For this agency the mean scores ranged from 3.84 to 4.41. (1=not satisfied...5=very satisfied)
- The ratings of the Residential Program for this agency ranged from 3.84 to 4.50. The people were most satisfied with the staff keeping information confidential and with the services received. They were least satisfied with the meals being good, nutritious and in sufficient amounts.
- The ratings of the Non-Residential Program for this agency ranged from 4.02 to 4.43. The people were most satisfied with the staff's respect of ethnic and cultural backgrounds. They were least satisfied with the content of the treatment plan.

Satisfaction with Quality of Life: Total Agency

	Total State Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.70 (2948)	3.72 (116)	3.65 (883)	3.37 (19)	3.73 (2065)	3.78 (97)
with where you live?	3.74 (2928)	3.87 (115)	3.76 (878)	3.56 (18)	3.73 (2050)	3.93 (97)
with the amount of choices you have in your life?	3.65 (2952)	3.63 (114)	3.75 (880)	3.67 (18)	3.61 (2072)	3.63 (96)
with the opportunities/ chances you have to make friends?	3.85 (2943)	3.79 (114)	3.96 (880)	4.11 (18)	3.80 (2063)	3.73 (96)
with your general health care?	3.74 (2909)	3.70 (115)	3.80 (873)	3.83 (18)	3.71 (2036)	3.68 (97)
with what you do during your free time?	3.75 (2941)	3.72 (115)	3.70 (876)	3.61 (18)	3.77 (2065)	3.74 (97)
How safe do you feel . . .						
in this facility?	4.34 (884)	4.16 (19)	4.34 (884)	4.16 (19)	-	-
in your home?	4.24 (2914)	4.32 (114)	4.09 (861)	4.17 (18)	4.30 (2053)	4.34 (96)
in your neighborhood?	4.01 (2920)	4.23 (114)	3.94 (861)	4.11 (18)	4.04 (2059)	4.25 (96)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse. For this agency the mean scores ranged from 3.63 to 4.32. (1=not satisfied...5=very satisfied)
- The consumers served by this agency's Residential Program were most satisfied with safety in their home (mean of 4.17). They were least satisfied with how they spend their day (mean of 3.37).
- The consumers served by this agency's Non-Residential Program were most satisfied with safety in their home (mean of 4.34). They were least satisfied with choices in their life (mean of 3.63).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

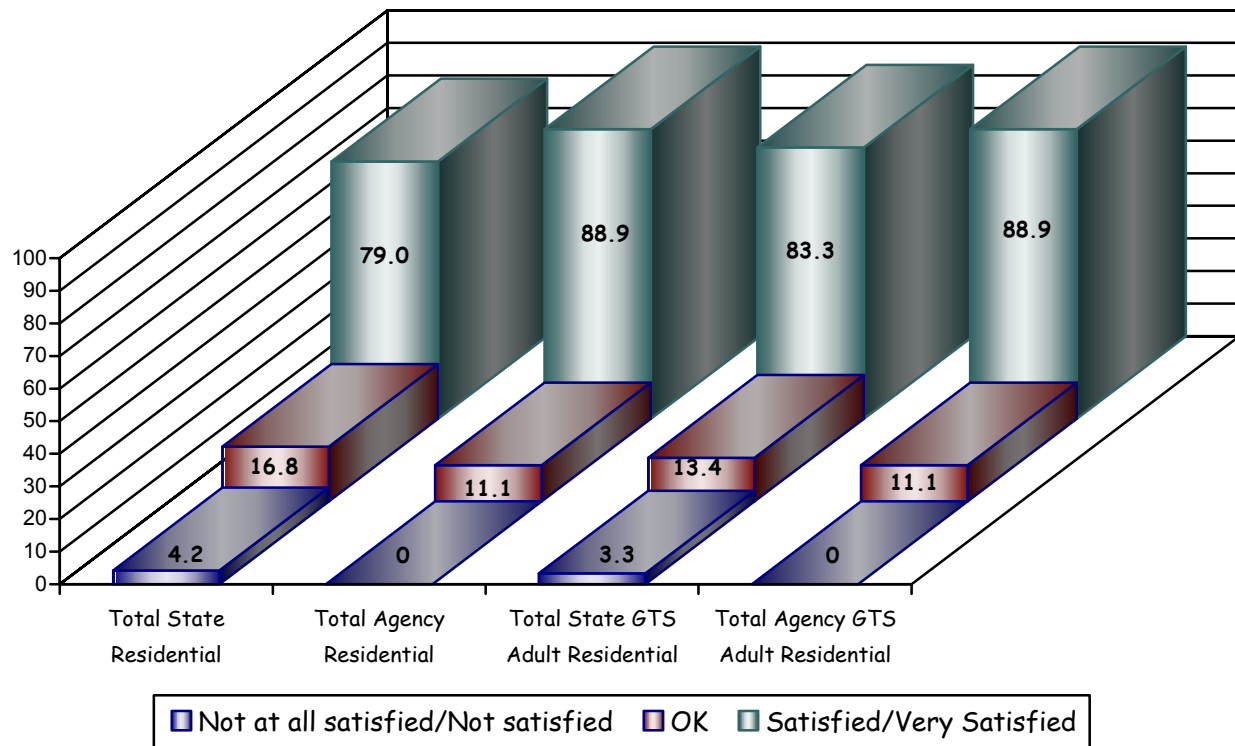
Agency: Ozark Center New Directions

Data: Total Agency Residential

Demographics: Residential

		Total Served		Total Survey Returns		
		State Residential	Agency Residential	Total State Consumers Residential	Total Agency Consumers Residential	Total Agency GTS Adult Consumers
SEX	Male	66.6%	88.9%	64.3%	89.5%	89.5%
	Female	33.4%	11.1%	35.7%	10.5%	10.5%
RACE	White	71.8%	97.2%	76.2%	94.7%	94.7%
	Black	26.1%	2.8%	19.9%	0%	0%
	Hispanic	0.4%	0%	0.6%	0%	0%
	Native American	0.8%	0%	1.2%	0%	0%
	Pacific Islander	0.2%	0%	0%	0%	0%
	*Other	1.0%	0%	2.2%	5.3%	5.3%
MEAN AGE				30.98	35.89	35.89
	0-17	14.1%	0%	15.2%	0%	0%
	18-49	81.3%	88.9%	80.4%	100.0%	100.0%
	50+	4.7%	11.1%	4.4%	0%	0%
*"Biracial" and "Oriental" are included in the "Other" category.						

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 79.0% of the consumers of ADA Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (88.9% for this agency versus 79.0% for the state).
- This agency's GTS Adult Residential program was rated higher (88.9% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (83.3%).

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		GTS Adult Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.21 (886)	4.22 (18)	4.31 (484)	4.22 (18)
with how much your staff know about how to get things done?	4.07 (890)	4.06 (18)	4.16 (487)	4.06 (18)
with how staff keep things about you and your life confidential?	4.31 (885)	4.50 (18)	4.40 (483)	4.50 (18)
that your treatment plan has what you want in it?	4.17 (870)	4.00 (18)	4.29 (475)	4.00 (18)
that your treatment plan is being followed by those who assist you?	4.19 (863)	4.06 (18)	4.32 (466)	4.06 (18)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	4.33 (18)	4.37 (476)	4.33 (18)
with the services that you receive?	4.20 (883)	4.50 (18)	4.34 (486)	4.50 (18)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.39 (18)	4.26 (485)	4.39 (18)
that the environment is clean and comfortable?	4.19 (885)	4.26 (19)	4.31 (486)	4.26 (19)
with opportunities for exercise and relaxation?	3.64 (883)	3.89 (19)	3.89 (485)	3.89 (19)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.84 (19)	4.22 (477)	3.84 (19)
with the childcare provided by the agency?	3.91 (79)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. *The mean score is one standard deviation above/below the state mean.				

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Residential Programs reported that they were satisfied with the services they received.
- The ratings of the Residential Program for this agency ranged from 3.84 to 4.50. The people were most satisfied with the staff keeping information confidential and with the services received. They were least satisfied with the meals being good, nutritious and in sufficient amounts.

Satisfaction with Quality of Life: Residential

	Total Residential Consumers		GTS Adult Residential Consumers	
	State	Agency	State	Agency
How satisfied are you . . .				
with how you spend your day?	3.65 (883)	3.37 (19)	3.77 (484)	3.37 (19)
with where you live?	3.76 (878)	3.56 (18)	3.84 (479)	3.56 (18)
with the amount of choices you have in your life?	3.75 (880)	3.67 (18)	3.88 (479)	3.67 (18)
with the opportunities/ chances you have to make friends?	3.96 (880)	4.11 (18)	3.97 (480)	4.11 (18)
with your general health care?	3.80 (873)	3.83 (18)	3.88 (480)	3.83 (18)
with what you do during your free time?	3.70 (876)	3.61 (18)	3.74 (479)	3.61 (18)
How safe do you feel . . .				
in this facility	4.34 (884)	4.16 (19)	4.42 (483)	4.16 (19)
in your home?	4.09 (861)	4.17 (18)	4.03 (474)	4.17 (18)
in your neighborhood?	3.94 (861)	4.11 (18)	3.89 (473)	4.11 (18)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>				

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Residential Programs.
- The consumers served by this agency's Residential Program were most satisfied with safety in their home (mean of 4.17). They were least satisfied with how they spend their day (mean of 3.37).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

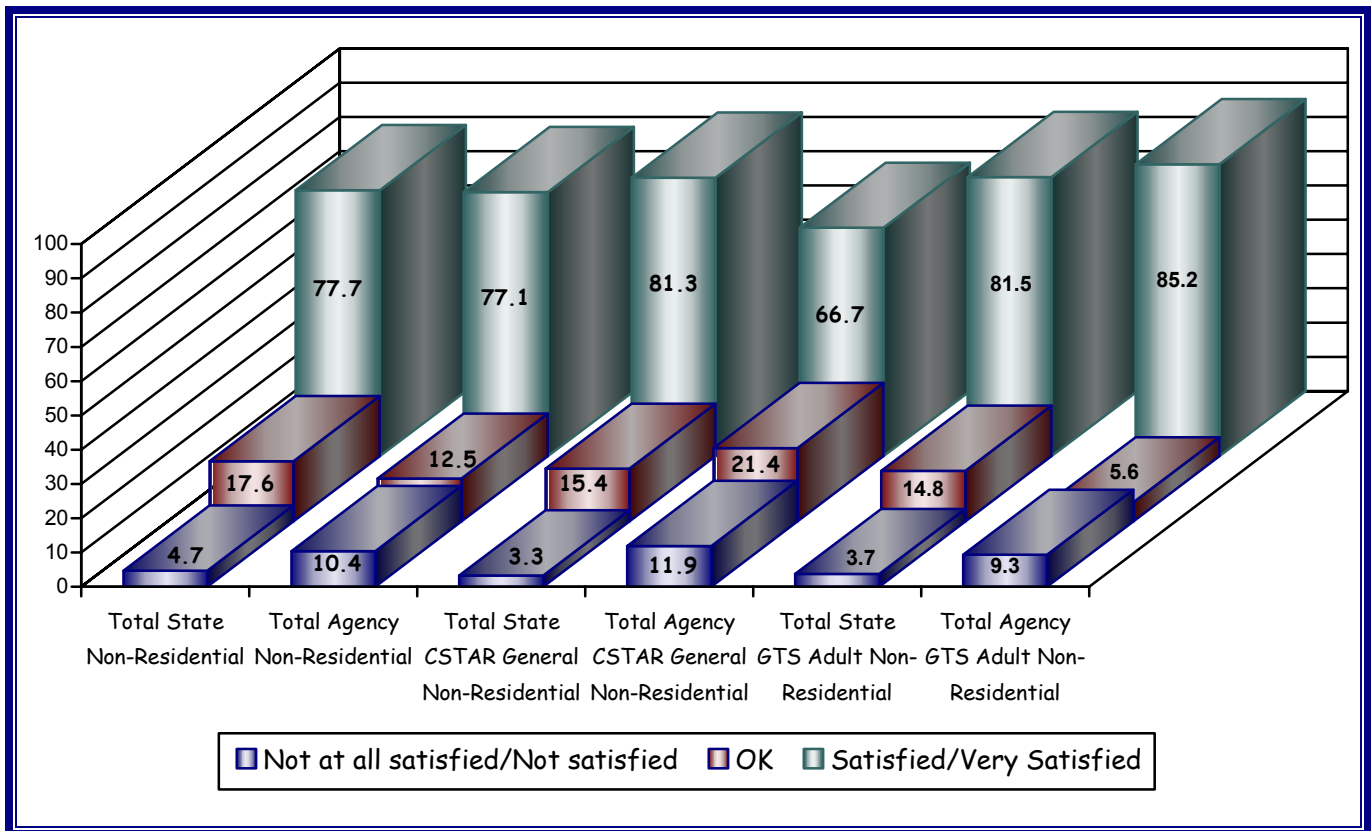
Agency: Ozark Center New Directions

Data: Total Agency Non-Residential

Demographics: Non-Residential

		Total Served		Total Survey Returns			
		State Non-Residential	Agency Non-Residential	Total State Consumers Non-Residential	Total Agency Consumers Non-Residential	Total Agency CSTAR Gen. Non-Res. Consumers	Total Agency GTS Adult Non-Res. Consumers
SEX	Male	64.5%	72.7%	56.3%	67.0%	67.4%	66.7%
	Female	35.5%	27.3%	43.7%	33.0%	32.6%	33.3%
RACE	White	68.3%	93.4%	63.0%	83.5%	86.0%	81.5%
	Black	29.7%	3.5%	31.5%	5.2%	4.7%	5.6%
	Hispanic	0.6%	0.4%	1.6%	3.1%	0%	5.6%
	Native American	0.5%	2.7%	1.5%	7.2%	7.0%	7.4%
	Pacific Islander	0.1%	0%	0.1%	0%	0%	0%
	*Other	0.7%	0%	2.3%	1.0%	2.3%	0%
MEAN AGE				32.98	35.37	35.90	34.94
	0-17	10.0%	0.8%	13.4%	0%	0%	0%
	18-49	83.6%	93.4%	79.1%	96.8%	95.2%	98.1%
	50+	6.5%	5.9%	7.5%	3.2%	4.8%	1.9%
*"Biracial" and "Oriental" are included in the "Other" category.							

Overall Satisfaction with Services: Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 77.7% of the consumers of ADA Non-Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was lower than the state average (77.1% for this agency versus 77.7% for the state).
- This agency's CSTAR General Non-Residential program was rated lower (66.7% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (81.3%).
- This agency's GTS Adult Non-Residential program was rated higher (85.2% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (81.5%).

Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR General Non-Residential Consumers		GTS Adult Non- Residential Consumers	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.22 (2079)	4.30 (96)	4.25 (450)	4.05 (41)	4.31 (677)	4.49 (55)
with how much your staff know about how to get things done?	4.07 (2071)	4.10 (97)	4.12 (449)	3.86 (42)	4.20 (675)	4.29 (55)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.39 (96)	4.26 (449)	4.21 (42)	4.40 (677)	4.52 (54)
that your treatment plan has what you want in it?	4.09 (2063)	4.02 (96)	4.13 (447)	3.83 (42)	4.18 (672)	4.17 (54)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	4.19 (95)	4.22 (446)	3.98 (41)	4.25 (671)	4.35 (54)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.43 (93)	4.32 (438)	4.25 (40)	4.38 (665)	4.57 (53)
with the services that you receive?	4.19 (2072)	4.15 (96)	4.28 (449)	3.90 (42)	4.28 (677)	4.33 (54)
that services are provided in a timely manner?	4.03 (2079)	4.11 (97)	4.13 (451)	3.90 (42)	4.14 (679)	4.27 (55)
<p>The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item *The mean score is one standard deviation above/below the state mean.</p>						

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Non-Residential Programs reported that they were satisfied with the services they received.
- The ratings of the Non-Residential Program for this agency ranged from 4.02 to 4.43. The people were most satisfied with the staff's respect of ethnic and cultural backgrounds. They were least satisfied with the content of the treatment plan.

Satisfaction with Quality of Life: Non-Residential

	Total Non-Residential Consumers		CSTAR General Non-Residential Consumers		GTS Adult Non- Residential Consumers	
	State	Agency	State	Agency	State	Agency
How satisfied are you . . .						
with how you spend your day?	3.73 (2065)	3.78 (97)	3.82 (450)	3.60 (42)	3.79 (675)	3.93 (55)
with where you live?	3.73 (2050)	3.93 (97)	3.72 (445)	3.67 (42)	3.75 (674)	4.13 (55)
with the amount of choices you have in your life?	3.61 (2072)	3.63 (96)	3.65 (448)	3.49 (41)	3.68 (677)	3.73 (55)
with the opportunities/ chances you have to make friends?	3.80 (2063)	3.73 (96)	3.83 (442)	3.68 (41)	3.84 (678)	3.76 (55)
with your general health care?	3.71 (2036)	3.68 (97)	3.78 (446)	3.43 (42)	3.77 (675)	3.87 (55)
with what you do during your free time?	3.77 (2065)	3.74 (97)	3.70 (447)	3.55 (42)	3.85 (676)	3.89 (55)
How safe do you feel . . .						
in your home?	4.24 (2914)	4.34 (96)	4.28 (445)	4.17 (42)	4.35 (669)	4.48 (54)
in your neighborhood?	4.01 (2920)	4.25 (96)	4.09 (447)	3.98 (42)	4.11 (673)	4.46 (54)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>						

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Non-Residential Programs.
- The consumers served by this agency's Non-Residential Program were most satisfied with safety in their home (mean of 4.34). They were least satisfied with choices in their life (mean of 3.63).